

# YOUR PHARMACY BENEFITS



**NAVITUS**

PHARMACY BENEFITS REINVENTED™

## Welcome to Navitus

We're committed to providing you with robust, 360-degree support and personalized care because we know that when you're healthier, you're happier. That's why we've reinvented pharmacy benefits to work smarter and give you clarity, guidance and peace of mind when it comes to prescriptions and improving your health. You can count on us to:

- ▶ Make it easier to understand your benefit
- ▶ Provide convenient access to prescriptions
- ▶ Answer your health questions
- ▶ Give you the support you need

We look forward to serving you on your journey to a healthier, happier you.

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## Filling Your Prescription

**At a Network Pharmacy** — Getting your prescription filled is easy. You can find a complete list of your network of pharmacies on the secure member portal, as well as tools to help you select a pharmacy near you.

**By Mail Order** — Depending on your benefit design, our mail order service may be a convenient way to get a 90-day supply of your maintenance medications. A registered pharmacist is on hand to perform the same safety checks as your local retail pharmacist, including a review of your medication history. You can rest assured that your prescription is safe, accurate and right for you. Plus, you can save a trip to the pharmacy by getting your medications delivered right to your door.

**At a Specialty Pharmacy** — The specialty program gives members with chronic conditions convenient access to specialty medications. This provides a high level of personalized care and guidance to help successfully reduce side effects, minimize complications and improve quality of life.

## Filing A Claim

We're dedicated to making your pharmacy benefits easy and accessible. If you have a concern about a benefit, claim or other service, please call customer care. If we can't resolve your issue, you have the right to file an appeal. To file a manual claim, fill out the form located in your member portal and mail or fax your claim form and documentation to us. Our customer care number and claims address are listed on the back. We'll work to answer your questions and resolve your concerns quickly.

## Sharing Your Feedback

We welcome you to share your feedback, concerns or complaints, or to report any errors. We consider it a top priority to act on this information and correct errors, prevent future issues and ensure quality and safe care. To provide feedback, please call the Customer Care number listed on the back cover.

## Saving Money on Your Prescriptions

Choosing generic drugs is one of the best ways to lower your prescription expenses. Generics are clinically identical to their brand-name counterparts and go through the same rigorous U.S. Food and Drug Administration (FDA) process as brand name drugs. Rest assured they have the same safety, quality, strength and effectiveness as brand name medications. To get started simply ask your prescriber if a generic is available for your prescription.



Effective Date  
July 1, 2021

Benefit Type  
Navitus Open - 2 Tier Formulary

Days' Supply Dispensed		
Participating Pharmacy		Up to 90-day
Mail Order		Up to 90-day
Specialty		Up to 30-day
Benefit Structure - PPO Plan		
Retail Pharmacy	Mail Order	Specialty
Greater of \$5 Or 10%	Greater of \$5 Or 10%	Greater of \$5 Or 10%

**CUSTOMER CARE:** 24 Hours a Day | 7 Days a Week | 1.844.268.9789 | 711 (TTY)

**MAIL ORDER:** Costco Mail Order | 1.800.607.6861 | [pharmacy.costco.com](http://pharmacy.costco.com)

**SPECIALTY PHARMACY:** Costco Specialty Pharmacy | 1.866.443.0060

**CLAIMS:**

Navitus Health Solutions  
ATTN: Claims Department  
P.O. Box 999  
Appleton, WI 54912-0999

**TOLL-FREE FAX :** 1.855.668.8550

**WEBSITE:** [navitus.com/members](http://navitus.com/members)



You can get easy access to your prescription benefits using Navitus' convenient mobile app.

Download the app on the App Store or Google Play!

**Hover your phone's camera over this code to download the app. ►**



For a copy of your member rights and responsibilities, please visit the member portal or call Customer Care.

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